

State: New York State TRAIID Project

Part I: Attachments

OMB Control Number: 1820-0664

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Attachment 1: Basic Information

Name of Lead Agency: NYS Commission on Quality of Care and Advocacy for Persons with Disabilities

Name of Applicable Division and/or Subdivision of Lead Agency: NYS TRAIID Program

Address of Lead Agency: 401 State Street, Schenectady, NY 12305

Name and Title of Certifying Representative for Lead Agency: Gary O'Brien, Chair

Address for Certifying Representative: 401 State St., Schenectady, NY 12305

Telephone for Certifying Representative: 518-388-1281

E-mail for Certifying Representative: gary.obrien@cqcapd.state.ny.us

Name and Title of Program Director: Lisa Rosano-Kaczkowski, TRAIID Program Manager

Address for Program Director: 401 State Street, Schenectady, NY 12305

Telephone for Program Director: 518-388-2833

E-mail for Program Director: lisa.rosano@cqcapd.state.ny.us

Name of Implementing Entity: NYS Commission on Quality of Care and Advocacy for Persons with Disabilities

Name of Applicable Division and/or Subdivision of Implementing Entity: NYS TRAIID Program

Address of Implementing Entity: 401 State Street, Schenectady, NY 12305

Name and Title of Program Director: Lisa Rosano-Kaczkowski, TRAIID Program Manager

Address for Program Director: 401 State Street, Schenectady. NY 12305

Telephone for Program Director: 518-388-2833

E-mail for Program Director: lisa.rosano@cqcapd.state.ny.us

Attachment 2: Lead Agency and Implementing Entity

2.1 Identification and Description of the Lead Agency - Identify and describe the Lead Agency referred to in section 4(c)(1)(A) of the AT Act.

The lead agency designated by the Governor to administer New York's Assistive Technology Act, The TRAIID Program, is the newly created New York State Commission on Quality of Care and Advocacy for Persons with Disabilities (CQCAPD). With the Governor's approval of the 2005-2006 State Budget, the New York State Commission on Quality of Care for the Mentally Disabled (CQC) and the New York State Office of Advocate for Persons with Disabilities (OAPwD) have been merged to form this new agency, effective April 1, 2005. The new agency, chaired by Gary O'Brien, who formerly chaired CQC, will continue to carry out the functions of both former agencies and is charged with serving persons with disabilities of all ages and disabilities throughout the State. The combined resources of both agencies benefits TRAIID in a multitude of ways- one being greater access to Protection and Advocacy services since both programs are now administered by the same agency.

Although the merger process and establishment of a new administrating agency is recent, The TRAIID Program has been in operation since 1990 and has a long history of providing assistive technology-related services to New Yorkers with disabilities. The program manager has worked on assistive technology initiatives at TRAIID for the past 15 years. She initially began with TRAIID as the technology resource coordinator, assisting in the establishment of regional centers, before assuming the role as manager in 2000. The trainer has been with TRAIID for the past 6 years and has had over 25 years of training experience. Previous to joining TRAIID she had worked for the BOCES program in the Capital District area providing assistive technology training as it relates to special education. TRAIID also has access to a policy analyst whose time is provided in-kind. He has been with TRAIID for the past year and previously worked on state level policy issues at the NYS Developmental Disabilities Planning Council and the NYS Council on Children and Families.

Since the project's inception, TRAIID has adopted a top-down, bottom-up approach to increase access and acquisition of assistive technology devices and services. This meant establishment of a small group of staff at the state administering agency level (CQCAPD/TRAIID) that would provide statewide training, and work collaboratively with other state entities on policy issues that have a statewide systemic impact. Staff at this office have a broad array of experience and expertise. On the other hand, TRAIID needed a regional presence to enable consumers across NYS to directly access assistive technology. As a result CQCAPD/TRAIID subcontracted with community based organizations to provide this service. Over the years, CQCAPD/TRAIID has increased the number of Regional TRAIID Centers (RTCs) from four to twelve in an effort to provide greater access to assistive technology for individuals in all regions of the state. These centers are located at Independent Living Centers, Cerebral Palsy Associations and Universities in the following regions: Buffalo, Corning, Rochester, Syracuse, Binghamton, Utica, Plattsburgh, Glens Falls, Ulster, Westchester, NYC and Long Island.

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Although there may be diversity in where the RTCs are housed, the TRAIID subcontract clearly outlines that each center must provide specific assistive technology related services to persons of all ages and disabilities in their respective regions. Staff at these centers have a vast array of knowledge and expertise in the field of assistive technology. Many of the staff have backgrounds in speech language pathology, education and human services, and have received assistive technology credentialing through RESNA. They also have the ability to tap into expertise in other areas of their organization for assistance.

The RTCs are responsible for providing assistive technology- related information and referral, awareness training, and device demonstration and loan to individuals with disabilities and their families. CQCAPD/TRAIID and its RTCs provided technology-related information to callers statewide, provided device demonstrations, and conducted trainings to consumers, family members, educators and providers. Through a collaboration with NYS Department of Health Early Intervention Program, TRAIID's early intervention loan programs helped children in all regions of the state to acquire assistive devices that met their needs.

At the state level, CQCAPD/TRAIID has been successful in systems change activities by infusing AT in existing and current state policies in the areas of education, community living, employment and IT/telecommunications. For example, CQCAPD/TRAIID collaborated on the development of the NYS Office of Technology Policy, P04-002, Accessibility of State Agency Web-based Intranet and Internet Information and Applications, which provides that all web-based intranet and internet information and applications must be accessible for persons with disabilities. To increase awareness of assistive technology statewide, CQCAPD/TRAIID coordinated Technology Opens Doors, the Governor's Expo on Assistive Technology, which was attended by over 800 persons who viewed 70 exhibits of AT devices and services.

Over the three years of the State Plan, the CQCAPD/TRAIID Program plans to continue funding the Regional TRAIID Centers to provide assistive technology-related information and referral, outreach training and equipment demonstration and loan with a focus on the four domain areas of employment, education, community living, and IT/telecommunications. Using the Outcome Funding approach, each center tracks important information on how consumers use the AT information or services received. This would include tracking increases in access and acquisition as required in 4.1 through 4.7 of the re-authorized Act.

The centers also are responsible for providing information and referral, device demonstrations and advocacy to assist with access to assistive devices and services. These centers also provide outreach throughout their respective regions, including under-represented and rural areas, that includes awareness training, presentations, and exhibits on assistive technology device and services.

With support from the NYS Department of Health, the centers continue to operate early intervention lending libraries to ensure the timely access to devices for children

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from birth to three years and their families. Some of the centers operate a mobile loan closet to outreach to rural areas. Many of the centers have established a "drop off - pick up" schedule with their County Health Departments that has become well known with EI staff as well as therapists. Centers have utilized innovative ways to outreach to consumers such as participation in an exhibit as part of the Blue Cross/Blue Shield Health Fair at a local mall. The centers also provide outreach and awareness to families through regional trainings, participation at the Local Early Intervention Coordinating Councils (LEICCs) and provide in-services to staff at the County Health Departments.

Through our collaboration with Cornell University's Disability and Business Technical Assistance Center grant, the RTCs are continuing outreach to educational entities in their regions to disseminate materials on information technology access. The centers are also responsible for coordinating at least one event in their respective regions targeting local school districts and colleges to increase awareness of information technology and the need for access to persons/students with disabilities.

At the state level, CQCAPD/TRAIID plans to continue to operate a toll free information and referral hotline to answer assistive technology related calls. CQCAPD/TRAIID will continue to operate a website that includes assistive technology resources and the TRAIID-IN statewide equipment re-utilization service. Staff plan to continue statewide training related to assistive technology and continue interagency activities that will infuse assistive technology in existing state policies and procedures.

2.1A Identification and Description of Lead Agency if an Implementing Entity is not Designated

Not Applicable.

2.1B Identification and Description of the Lead Agency if an Implementing Entity is Designated

Not Applicable.

2.2 Identification and Description of the Implementing Entity – Identify and describe the Implementing Entity referred to in section 4(c)(1)(B) of the AT Act, if such an Implementing Entity is designated by the Governor.

Not Applicable.

2.3 Show of Good Cause for Change in Lead Agency or Implementing Entity – If the Governor has chosen to change the Lead Agency or, if applicable, Implementing Entity as allowed in section 4(c)(1)(C) of the AT Act, provide an explanation of good cause for this re-designation.

The Governor has not chosen to change the lead agency, therefore, this is not applicable.

Attachment 3: State Advisory Council

- 3.1 Membership of the Advisory Council - Identify the members of the Advisory Council and each member's designation as an individual with disabilities who uses AT, a family member or guardian of such individual, or a representative of a State agency or other entity.

The purpose of the TRAIID Program's Advisory Board is to advise and assist TRAIID staff to identify assistive technology needs of persons with disabilities and recommend strategies and activities to address those needs. As required by the AT Act, the board will also advise the TRAIID Program on its activities and measurable goals. TRAIID's board has been operational since 1990, however, TRAIID staff re-constituted the membership to ensure a consumer majority membership and added representatives from the State Education Department, The Commission for the Blind and Visually Handicapped, the Independent Living Centers, and The Workforce Investment Board to meet the requirements of the Assistive Technology Act of 1998, as amended.

TRAIID Project Advisory Board Members:

Consumer Representatives:

Andrew F.	Elderly individual with a hearing disability from Northern Central NY region who uses AT
Gerald R.	Individual with a visual disability from the North Country region who uses AT
Alfred F.	Family member from the Hudson Valley region—daughter uses AT
John M.	Individual with a visual disability from the Capital District Region who uses AT
David P.	Family member from the lower Hudson Valley region-son uses AT
Kim W.	Individual with a mobility disability from the South Western NY region
Helene F.	Family member from Long Island region—son uses AT
Agnes M.	Individual with a mobility disability from Central NY who uses AT
Jeff W.	Individual with a mobility disability from the Capital District Area who uses AT
Angela H.	Individual with a mobility disability from the Capital District who uses AT

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Denise M. Individual with a medical disability from the Seneca Nation in Western NY

State Agency/Provider Agency Representatives:

Tim O. Representative from Dept. of Labor/Workforce Investment Board

Dennis S. Representative from the NYS Commission for the Blind and Visually Handicapped (CBVH)

Fred D. Representative of NYS Vocational and Educational Services for Individuals with Disabilities (VESID)

Pat D. Vice President of NYS Rehabilitation Association

Heather L. Representative of the Learning Disability Association of NYS

Karen S. Speech Language Pathologist/AT service provider, Rochester City Schools

Judi G. Representative of Cerebral Palsy Association of NYS

Nancy M. AT Vendor, Upstate Communication Resources

Tina B. Individual with a visual disability representing an Independent Living Center (ILC) on Long Island

3.2 Structure and Operation of the Advisory Council – Describe the structure and operations of the Advisory Council.

To ensure that members represented an array of disability groups, ethnic backgrounds and regions, TRAIID utilized the network of the 12 Regional TRAIID Centers throughout the state to help identify potential members. After members were interviewed by telephone, a letter was sent from the agency Commissioner inviting them to participate on the Advisory Board. CQCAPD/TRAIID staff also revised Operating Procedures regarding membership, scheduled meetings and project objectives to reflect the changes in the newly re-authorized AT Act legislation, and all members received copies at the following advisory board meeting and signed off in agreement. Decisions by members are made by a majority vote.

The powers and responsibilities of the Board are: to advise the TRAIID Program and other Agency staff on whether the organizational policies and services are meeting the needs of the people to be served; function as a resource to the Board's standing and ad hoc committees, and as a liaison with community groups and constituencies; and identify

potential strategies and resources to be recommended for consideration by the TRAIID Program to overcome barriers. The board will also advise on activities and measurable goals that are outlined in the state plan. CQCAPD/TRAIID will keep the board updated on activities and progress made toward the measurable goals at each meeting.

The Advisory Board regularly meets 3 times per year and has a chairperson- voted in by majority by the members- that co-leads the meeting with TRAIID staff. Agenda items and materials for meetings are sent to members via email by TRAIID staff. Items for the agenda are developed by TRAIID staff and inquiries are made to advisory board members regarding AT related issues or programs that need to be discussed. For instance, recently NY's Medicaid Prior Approval Office closed their NYC office and all claims for durable medical equipment were forwarded to the office in Albany. This move caused confusion, and resulted in equipment delays for consumers. This issue was an agenda item at two board meetings and resulted in two members, and the TRAIID Program Director participating in an ongoing Medicaid workgroup that is addressing these issues. Over the three years of this plan, members will continue to provide input on this policy issue as well as other timely policy issues that affect the access and acquisition of assistive technology.

Historically, TRAIID Advisory members have played an integral role in assisting TRAIID staff with activities such as the Governor's Interagency Partnership on Assistive Technology Expo featuring over 70 exhibits of AT devices and services. This event has become extremely successful over the past 8 years and members have voted to continue to hold this event on a regular basis. As part of the Expo planning process, members choose to participate on the program, public relations, vendor or logistic committees. All decisions are made by consensus. TRAIID anticipates that advisory members will continue to be actively involved in planning future Expo activities over the three years of this plan.

Attachment 4: Measurable Goals

The New York State TRAIID project will establish a baseline for each of the goals 4.1 through 4.7 during year two, and will submit after year two an amendment identifying the long term goal and short-term goals set to improve upon this baseline during year three of the State Plan. This baseline will be established by using a data collection instrument and procedures to be determined by RSA after the State plan process has been completed.

4.1 Goal for Improving Access to AT in Education

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: Establish baseline of the percent of appropriate targeted individuals and entities who accessed device demonstration programs and/or device loan programs and made a decision about an AT device or service for educational purposes as a result of the assistance they received.
 - Short-term goal for Year 1: N/A data collection not established.

4.2 Goal for Improving Access to AT in Employment

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: Establish baseline of the percent of appropriate targeted individuals and entities who accessed device demonstration programs and/or device loan programs and made a decision about an AT device or service for employment purposes as a result of the assistance they received.
 - Short-term goal for Year 1: N/A data collection not established.

4.3 Goal for Improving Access to AT in Community Living

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: Establish baseline of the percent of appropriate targeted individuals and entities who accessed device demonstration programs and/or device loan programs and made a decision about an AT device or service for community living as a result of the assistance they received.

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- Short-term goal for Year 1: N/A data collection not established.

4.4 Goal for Improving Access to IT and Telecommunications

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: Establish baseline of the percent of appropriate targeted individuals and entities who accessed device demonstration programs and/or device loan programs and made a decision about an AT device or service that meets an IT/telecommunications need as a result of the assistance they received.
 - Short-term goal for Year 1: N/A data collection not established.

4.5 Goal for Improving Acquisition of AT in Education

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: Establish baseline of the percentage of appropriate targeted individuals and entities who obtained devices or services from State financing activities or reutilization programs for educational purposes who would not have obtained the AT device or service.
 - Short-term goal for Year 1: N/A data collection not established.

4.6 Goal for Improving Acquisition of AT in Employment

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: Establish baseline of the percentage of appropriate targeted individuals and entities who obtained devices or services from State financing activities or reutilization programs for employment purposes who would not have obtained the AT device or service.
 - Short-term goal for Year 1: N/A data collection not established.

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4.7 Goal for Improving Acquisition of AT in Community Living

- Long-term goal:
 - Short-term goal for Year 3
 - Short-term goal for Year 2: Establish baseline of the percentage of appropriate targeted individuals and entities who obtained devices or services from State financing activities or reutilization programs for community living purposes who would not have obtained the AT device or service.
 - Short-term goal for Year 1: N/A data collection not established.

4.8 Additional Measurable Goals -- If applicable, describe any measurable goals that the State has set in addition to the goals established in items 4.1 through 4.7 for addressing the assistive technology needs of individuals with disabilities in the State related to education, employment, community living, and telecommunications and information technology.

Not Applicable

Attachment 5: State-level Activities

5.1 State Financing Activities – Describe how the State will implement State financing activities as described in section 4(e)(2)(A) of the AT Act.

1. The TR AID Program does not directly operate a state financing program. It will support the NYS Commission for the Blind and Visually Handicapped's statewide program called the Equipment Loan Fund (ELF). The fund provides persons with all disabilities and ages, who reside anywhere in NYS, the opportunity to purchase or replace any type of essential equipment/devices used by them for daily living, education or vocational functioning. Funds are available to persons if the purchase will improve their quality of life. Although the fund is housed within the Commission for the Blind and Visually Handicapped, it provides funds to purchase all types of assistive devices/equipment to meet the needs of persons with all types of disabilities and ages and therefore, meets the needs of a statewide comprehensive program that is required in the Assistive Technology Act.

The program is necessary in NYS since there are currently no other low interest loan programs that provide persons with disabilities funds to acquire devices/equipment or make home modifications. This program will increase acquisition of assistive technology devices and services as stated in program goals 4.5 -4.7 in the amended Tech Act.

This fund receives an appropriation of \$63,000 from the State legislature each year, and currently has over \$400,000 available for loans in a revolving fund. The CQCAPD/TR AID Program Manager is on the loan committee and over the three years of this State Plan will continue to provide her services in-kind and play an active role in both making decisions on funding loan requests, and recommending changes in program policies and procedures.

One key change made to the program was initiated by CQCAPD/TR AID staff and resulted in the administering agency lowering the interest rates on loans from 8% to 4% to make the program more affordable to consumers. During the first year TR AID staff made the recommendation to increase the maximum amount borrowed to \$7,500 in an effort to increase participation in the program. This recommendation is currently being reviewed. TR AID staff was also involved in providing input on modifications to the loan application to streamline the process.

Potential applicants can contact the loan fund administrator at CBVH and request the one page loan application. Loans can be provided for a minimum of \$500 and a maximum of \$4000. In addition to the request for assistive technology/equipment, the applicant must provide documentation of disability signed by a physician and describe how the purchase will improve his/her quality of life. The loan fund committee members meet and discuss each application to decide whether the application should be approved, denied or pended for further information. If the application is approved, a promissory note is sent to the applicant to be signed and returned and a two party check is issued by the fund in the name of the applicant and the vendor of the equipment/device. Depending

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on the size of the loan, the applicant is given a period of 1 to 8 years to repay the amount. All monies repaid are deposited in the revolving loan fund and are available to future applicants.

Over the three years of this State Plan, CQCAPD/TRAIID staff will continue to work with CBVH staff to improve and promote the ELF Fund since the fund is currently under-utilized by consumers in the state. Plans for expansion and improvement include:

- The TRAIID program will maintain its membership on the ELF loan committee. This committee is responsible for the approval or denial of loan applications and TRAIID's membership assures that the AT concerns and priorities of the program are infused directly into the funds operational mechanism.
- CQCAPD/TRAIID staff will assist CBVH to develop policies and procedures as a means to lower the current default rate of 20+% .
- CQCAPD/TRAIID staff will disseminate information on the ELF program through CQCAPD mailing lists, listservs, and website. TRAIID has also committed resources to the promotion of the ELF through a variety of media and advertising outlets, which could include: Public service announcements; Local papers and Pennysavers; Regional TRAIID Center brochures; as well as, other methods and materials deemed appropriate by the ELF.

2. Access to Telework Fund: The TRAIID Program was awarded almost \$2.6 million in Telework Funds from the Rehabilitation Services Administration to increase the opportunity for individuals with disabilities to enter the workforce, maintain employment, or advance their careers. CQCAPD/TRAIID staff had anticipated transferring administration of Telework to the NYS Commission for the Blind and Visually Handicapped (CBVH) since they can provide the 10% non-federal cash match required to operate the program. However, administrators at CBVH made the decision not to go forward on the program transfer. Since Telework is limited in that it is available for employment purposes only, TRAIID is now exploring the possibility of partnering with the NYS Vocational and Educational Services for Individuals with Disabilities . Preliminary meetings indicate that this voc rehab program is interested in learning more about how a Telework Fund would work. The Telework fund would provide an opportunity for person with disabilities who reside anywhere in NYS to enter the workforce, maintain employment, or re-enter the workforce. Telework will provide loans to persons with disabilities for the purpose of financing the equipment, including assistive technology, necessary for gainful employment achieved through working from home.

Over the three years of this State Plan, years the CQCAPD/TRAIID staff will assist in the following manner:

- Assist in the development of policies and procedures necessary for the operation of the Telework program.

- Assist with the development of applications and related forms.
- Will participate on the advisory board if appropriate, and assist in the review of applications received.
- Provide assistance with advertising the Telework such as mailings, posting on website, etc.

Both financing programs will increase acquisition to assistive technology devices by providing individuals a means to purchase devices that could not be purchased affordably through other programs.

5.2 Device Reutilization Program – Describe how the State will implement a device reutilization program as described in section 4(e)(2)(B) of the Act.

At the state level, CQCAPD/TRAIID currently operates TRAIID IN, a statewide equipment re-utilization program. CQCAPD/TRAIID will continue to provide individuals with disabilities, searching for an affordable means to acquire needed devices. TRAIID-IN will match people who have devices they want to sell at a lesser cost or donate with individuals in need of devices. It is important to have this option available to consumers since devices are very costly to purchase new and many are still not covered under private health insurance programs. This program is a ‘win-win’ because it allows persons who are no longer utilizing devices to sell or donate the devices to some one who would not have been able to acquire the device otherwise.

1. TRAIID-IN participants advertise used AT devices, at no cost, through a database containing both “wanted” and “available” listings similar to those found in “want ad” digests. Any individual or organization within NYS who either needs a device or is selling or donating a device is eligible to participate in the program. To participate, individuals need to contact the TRAIID-IN Program administrator to receive an application or complete the newly established online application process to enable more people to participate. The application contains a disclaimer that TRAIID does not guarantee or assume any liability for the condition or maintenance of equipment identified through the program. TRAIID-IN only operates as a resource to link equipment with prospective users.

The application also contains a release of information form that gives permission to provide name and contact information to individuals interested in acquiring or providing the equipment listed. This information is only provided to other participants by the TRAIID-IN administrator. The application with this consent must be signed and returned for the applicant to be able to participate in the program. Included with the application is a handout “Things You Should Know About the TRAIID-IN Program” that lists information about how the service works such as:

- TRAIID-IN does not pay for shipping costs or make shipping arrangements

- TRAIID-IN does not set selling or asking prices. Prices should be negotiated with the buyer/seller. TRAIID-IN does not determine the condition of the equipment. The seller/donor sets this criteria.
- When a device is for sale or for donation, all persons that had indicated on their application an interest in that device will be notified.
- TRAIID-IN encourages individuals to get an assessment to determine if what they are asking for is really what they need.

Information on the devices listed in TRAIID-IN was posted on the agency website. No identifying information on individuals is included on the website- only the type of device that is needed or being sold/donated. Prior to putting the database on line, in 2004, consumers were required to contact an information and referral specialist to see what equipment was available. Use of the web has improved the ease of access to the information and has greatly increased participation in this program. The TRAIID-IN program administrator also added a key feature--'device of the week', highlighting a particular piece of equipment available. There were 246 consumers that participated in TRAIID-IN in year one. Over the three years, the TRAIID Program plans to continue this service and increase participation through advertising initiatives. This will include disseminating information through the 12 Regional TRAIID Centers and Advisory Board, and advertising through local penny saver newspapers. During year one TRAIID staff also engaged in outreach activities that included participation at Community Day for discharge planners sponsored by a local hospital and presentations at the statewide Governor's AT Expo.

2. At the regional level, all of the 12 Regional TRAIID Centers, in some form, operate an equipment re-utilization program. Some of these programs operate in a very informal way. For example, a center will periodically receive a donated piece of equipment such as a scooter or a hospital bed. They will clean and repair the device, and through a network of agencies and consumers in their region, will identify an individual in need of the device. One of the centers, located at an Independent Living Center, has a bulletin board with posted information on equipment available for sale or donation and matches them with people who need the equipment.

Other centers have formalized re-utilization programs. For instance, the RTC in the Southern Tier is located at an Independent Living Center with a large amount of storage space. This center's re-utilization program provided 160 pieces of equipment to individuals in their region during the past quarter alone (4/1/05-6/30/05).

Over the three years of this State Plan, the TRAIID Program will track information on the re-utilization programs and require more formal documentation on the RTC quarterly reporting form on types of devices re-utilized, how the consumer benefited, and the cost savings that occurred.

CQCAPD/TRAIID will take the collected data and evaluate the re-utilization program and the statewide coverage provided by the RTCs. Once the data is analyzed, CQCAPD/TRAIID staff will work with centers to ensure uniform services are being provided to all regions of the state. This may include providing technical assistance to individual RTCS to help them expand and market their re-utilization programs. A uniform data collection form will be developed with input from the RTC staff.

5.3 Device Loan Program – Describe how the State will implement a device loan program as described in section 4(e)(2)(C) of the Act.

1. Over the three years of this State Plan, as part of the subcontract with the TRAIID Program, the 12 RTCs will operate equipment loan services, free of charge, for persons of all ages and disabilities at their centers. The device loan programs will provide an opportunity for individuals of all ages and disabilities, and professionals to borrow AT devices to try out before they purchase, and allow clinicians the opportunity to assess clients. It will also meet the needs of individuals that may require a loaner device if their own device is being repaired or new device is on order. When a consumer, or professional on behalf of a consumer, identifies a device they want to borrow, they will contact the RTC in their region. The center will identify whether they have the device available for loan. If the device is not inventory, the consumer will be placed on a waiting list. If the device is available, a loan agreement will be shared with the consumer. Loans are initially for a period of 1 month, with the option of an extension of an additional month, if the device has not been requested by another consumer.

2. Through a collaboration with the NYS Department of Health Early Intervention Program, the centers will operate equipment loan programs for children birth to three years of age. The purpose of these loan programs is to enable a child to try out and use a device in a timely manner. Previous to the establishment of these programs, children would wait for long periods of time before they received their devices. Since children grow so rapidly at this age, many times the devices they finally received were physically or developmentally inappropriate. The loan program allows therapists and families of children in the Early Intervention Program to borrow devices for children at no cost. Loans are made for one month's time with the ability to extend the period if the device is not needed for another child. The RTC staff will responsible for cleaning the devices and ensuring that they are in working order.

Staff will document how the device was used and the outcome. In the past, some devices were returned because they were found to be inappropriate for children. CQCAPD/TRAIID has used this information to show the Early Intervention Officials at the county level the cost savings that have resulted in using the loan closet rather than purchasing devices that are inappropriate. RTC staff also have encouraged families and early intervention staff to donate devices back to the loan program purchased for children that they have outgrown.

Over the three years of this State Plan, CQCAPD/TRAIID will continue to collaborate through a memorandum of understanding (MOU), with the NYS Early Intervention

program to provide loan services to children ages birth to three years, and work to expand the inventory and services. The program will increase access to assistive devices and services and provide a means to assist therapist, providers and parents to make appropriate decisions about the AT selected for EI children.

5.4 Device Demonstration Program – Describe how the State will implement a device demonstration program as described in section 4(e)(2)(D) of the Act.

1. At the state level, CQCAPD/TRAIID Program staff will provide device demonstrations as part of presentations on assistive technology. Generally these presentations are at statewide conferences such as the NYS Education Department's Annual Inclusion Conference, and the NYS Office for Aging's Annual Conference. These sessions generally feature low tech devices that are demonstrated and then passed through the audience for members to try out. Many of the sessions on aging have led to staff and caregivers asking for more information to purchase devices after the program.

The majority of training done on a statewide basis by CQCAPD/TRAIID staff includes a device demonstration component. For example, the training curriculum developed for Hunter College Vocational Rehabilitation students has a section where a variety of assistive technology devices are demonstrated to familiarize students with the devices that consumers may need or may be using. Many students have not had the opportunity in their curriculum to learn about and try out devices until these demonstration sessions occur. (see section 8.1 for more information on training)

2. At the local level, our 12 RTCs are required to provide device demonstrations as part of their contracts with TRAIID. In 2004-05, 2048 persons were served by all demonstration settings, 1158 of those persons were individuals with disabilities. Typically, persons come to a center looking for a device to meet a need. The centers operate Monday through Friday during normal work hours. Persons can walk-in or make an appointment to meet with RTC staff. Center staff are trained to provide information on devices, services and resources in their region. Their role is to provide consumers with comprehensive information and resources to enable them to make informed choices about assistive devices and services.

Staff located at the centers have expertise in assistive technology and will demonstrate various devices, or provide an opportunity on site, to try out the devices. If the centers do not have a device on site, they will arrange for a demonstration from a vendor. In our rural areas, RTCs will arrange for a device demonstration day to attract a number of vendors to demonstrate to a group of people since vendors are often reluctant to travel to a remote location if there is only one potential customer identified.

As an example of an outreach activity directed to increasing access to AT, RTC staff have provided, and will continue to provide, device demonstration and technical assistance to Department of Labor One Stop Center staff. RTC staff went to One Stop Centers in their region to train them on devices in their centers that were purchased for use with persons with disabilities.

Over the three years of this State Plan, CQCAPD/TRAIID is committed to expanding the device demonstration activities at the RTCs in the following manner:

- In year One of the plan, CQCAPD/TRAIID provided one time funding of \$36,500 for each RTC to purchase devices for demonstration purposes. This enabled the centers to expand their inventory and ensure that there is a wide variety of devices available for all ages and disabilities. During year Two it is anticipated that additional funds will be available for inventory purchases.
- During years one and two, CQCAPD/TRAIID will develop a uniform tracking system among the centers to identify types of devices loaned, and when the device is returned how it was used and its benefit(or not). In some instances devices will be tried out and found to be not appropriate. Staff will track the cost of the devices to determine savings from not having to purchase the device.

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Attachment 6: Comparable Support

6.1 Source and Amount of Support – Identify the State-level activity for which there is comparable support, the source of this support, the amount of the support, and the project year for which this support is being provided.

Not Applicable

6.2 Comparability -- Demonstrate that this support is comparable in terms of funding and that the activities are comparable in terms of scope.

Not Applicable

6.3 Coordination and Collaboration – Describe how the State will coordinate activities and collaborate with the appropriate entity, if the comparable funds are provided to, or the activities are conducted by, an entity other than the Lead Agency or Implementing Entity.

Not Applicable

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Attachment 7: State Flexibility

7.1 Activity – Identify each State-level activity the State is choosing not to carry out.

Not Applicable

7.2 Maintenance of Statewideness and Comprehensiveness – Demonstrate that the Statewide AT Program will continue to be comprehensive without conducting this activity.

Not Applicable

7.3 Achievement of Measurable Goals - Demonstrate that the State can reach its measurable education goals, employment goals, telecommunications and information technology goals, and community living goals without conducting such activities.

Not Applicable

7.4 Coordination and Collaboration – Describe how the Lead Agency or Implementing Entity will coordinate activities and collaborate with entities in the State that do conduct this activity, if the State chooses not to conduct this activity because another entity already conducts it.

Not Applicable

New York State is not exercising the state flexibility clause of the AT Act

Attachment 8: State Leadership Activities

8.1 Training and Technical Assistance Activities – Describe how the State will provide training and technical assistance to enhance the knowledge, skills, and competencies of individuals from local settings statewide, including representatives of State and local educational agencies, other State and local agencies, early intervention programs, adult service programs, hospitals and other health care facilities, institutions of higher education and businesses as described in section 4(e)(3)(B)(i) of the AT Act.

Training

During the three years of this state plan, the TRAIID Program will engage in a number of training activities. Many of the training modules have been previously developed and targeted for specific audiences on specific topics. TRAIID anticipates continuing to deliver such trainings upon request. These include:

- Training for education professionals (special education teachers, speech therapists, occupational and physical therapists). A number of training sessions have been developed for education professionals, ranging from providing a basic understanding of AT, to including AT in the classroom, to training on the use of specific devices, and funding. The training is developed to include information for a broad array of disabilities and devices. At the request of any school district in the state, CQCAPD TRAIID training staff or Regional TRAIID Center staff will train educators on-site at a school or at the local RTC.

Similar parent centered training on all the topics listed above is available to parent groups, and other entities or organizations at request. These trainings will be promoted through the Regional TRAIID Centers, CQCAPD TRAIID Staff, and other interagency and collaborative associations.

- Training for employment professionals and pre-service training. TRAIID program has collaborated with Hunter College in developing a training program and curriculum for Vocational Rehabilitation graduate students entitled, “Tricks of the TRAIID for Vocational Rehabilitation.” This unique, activity-based two day training includes an overview of assistive technology, funding sources, device demonstrations, case studies and applications for job placement and rehabilitation services. The training recently became a requirement for completion of the Rehabilitation and Counseling graduate degree program. This activity will take place every spring semester over the next three years.

The TRAIID program also maintains a collaborative relationship with the NYS Department of Labor to train One-Stop Centers on how to meet the AT needs of people with disabilities. This curriculum was designed to ensure that the new One-Stop centers are able to fully deliver on their potential for helping people with disabilities succeed in employment and will continue over the next three years. The RTC staff provides training to local and regional One-Stop Centers to

enhance their ability to provide information and referral, greater access to assistive technology, and related services for all disabilities.

In addition, RTC's offer by request a variety of presentations and exhibits on assistive technology devices and services to their local business and not-for-profit communities.

- Training for community living: The CQCAPD/TRAIID Program developed several curriculum targeted towards various aspects of community living. These trainings range from providing assistance with basic advocacy strategies to enhance AT consumer's skills in securing devices and services, to more specific topics, such as, device acquisition through Medicaid waiver services, and provider education on services, resources, and devices available to maintain independence and productivity for older individuals.

The CQCAPD/TRAIID Program staff will coordinate requests for training activities with the RTC in order to adequately meet the needs of various organizations and entities. In addition, the RTC staff will conduct device specific training activities for the community that focus on AT evaluation, assessment and services. Some of the broad AT demonstrations and training activities will include information on: Aids to daily living, Communication/AAC, Computer/Computer adaptations, Durable Medical Equipment, Environmental Control/Modification (home/work/school), Hearing devices, Learning curricular adaptations, Mobility Aids, Positioning/Seating/Mounting, Recreation/Leisure devices, Switch/Access and/or Vision Aids.

To assist voters with disabilities the CQCAPD/TRAIID Program staff will collaborate with NYS Independent Living Centers to provide disability and assistive technology awareness for voters with disabilities. Training activities will provide an opportunity for Board of Election Officials, volunteers for voter registration and polling places, and other administrators to learn more about accessible voting machines, and making polling places accessible using assistive technology, and electronic and information technology.

- Training on Assistive Technology in Telecommunications and Information Technology (IT). The CQCAPD/TRAIID Program will provide local and statewide training entitled, "Tricks of the TRAIID: An Overview of E, AT, & IT" for public and private entities. The RTC staff will provide activities in their respective regions to enhance people's understanding of electronic, assistive technology and information technology. Education, health care, vocational rehabilitation and employment-related organizations and agencies will be served.

Through collaboration with Cornell University's Disability and Business Technical Assistance Center grant, the RTC staff will conduct training activities to parents/parent groups, and elementary, secondary and post-secondary entities in their regions to disseminate materials and information on information

technology access. The RTC will also target educators to [increase awareness] of information technology and the need for access to assistive technology devices and services in their districts

In addition, at each training activity, participants will receive a training packet which includes materials about assistive technology, information technology, terminology, services, advocacy, assistive technology evaluation/assessment, funding/acquisition of devices and services, disability awareness, and accessibility. Many training activities will include demonstrations of both low and high tech devices. All the materials will help individuals develop skills and improved knowledge about acquisition and use of assistive technology, conducting assessments, matching devices and services to individual needs and more. The TRAIID program also will customize training for organizations that request training on specific topics or for specific audiences.

The following evaluation tools and follow-up activities will be used for all training activities: For each training activity, each participant will receive an activity evaluation form as part of the outcome reporting and program evaluation process. Participants complete a hard-copy form (at location). An email address is also provided to participants wishing to complete an evaluation via email. The form includes a section specifically related to strategies, activities and/or concepts they believe could be applied and/or implemented for professional and/or personal purposes. After each activity, an activity program summary will be written based on the returned and completed surveys

Technical Assistance

Because the TRAIID program provides technical assistance to agencies and organizations by request, it is difficult to predict the type of technical assistance that will be provided during the three years of this State Plan.

In the past, the TRAIID program has provided technical assistance such as the following:

Through a subcontract with Cornell University's Disability and Business Technical Assistance Center the TRAIID program offers information and technical assistance on IT and information access to elementary, secondary, and post-secondary educational entities.

The TRAIID program anticipates providing technical assistance in a similar manner over the next three years.

Transition

The AT Act requires that the TRAIID program specifically focus on training and Technical assistance around transition. This includes transition for students with disabilities who are leaving high school for employment or post-secondary education and transition for those entering or maintaining community living. During the first year of this state plan, the TRAIID program developed one module of a two module training specifically designed to address these areas of transition.

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- The first module provides special educators, service coordinators, parents, and students involved in transition with the skills and knowledge they need to successfully include AT in all transition planning.
- A second module will be aimed at employees of supported living environments, family members, and consumers with disabilities to provide them with the skills and knowledge they need to successfully include AT in all transition planning.

Elements of both training modules will be infused in education and community living trainings offered by both CQCAPD/TR AID and RTC staff.

Following completion of both modules CQCAPD/TR AID and RTC staff will identify appropriate ways to provide increased infusion of the modules into various statewide trainings. Because development of these training modules and the plan for implementing them is not complete, the TR AID program is unable to provide more details about the training, or the amount of increase expected in transition trainings for years two and three. The TR AID program will submit an amendment to RSA following year two to specify the results of development and its plans for implementation.

- During year one the CQCAPD/TR AID partnered with the state's Office of Children and Family Services to offer a statewide video conference to over one thousand foster parents who have children with disabilities. The video conference was targeted at children with disabilities transitioning into foster care, and parents were trained on disability awareness, setting up services with local agencies and school, and AT and AT services to ensure the child maintains the appropriate level of services and care.

8.2 Public Awareness Activities – Describe how the State will provide information to targeted individuals and entities relating to the availability, benefits, appropriateness, and costs of assistive technology devices and assistive technology services as described in section 4(e)(3)(B)(ii) of the AT Act.

During the three years of the State Plan, TR AID will provide information and promote public awareness to targeted individuals through a multilayered approach. Each layer consists of a statewide effort that in conjunction targets AT related services from the individual to the policy level, regardless of disability, age, income level, or location of residence within the State. The multilayered approach is a combination of community outreach, publications, and partnerships with State Agencies, Colleges and Universities, not-for-profits, and the business community, to promote information on the availability, benefits, appropriateness, and costs of assistive technology devices and assistive technology services.

The TR AID program is located within the New York State Commission on Quality of Care and Advocacy for Persons with Disabilities (CQCAPD). One of the missions of CQCAPD is to promote the inclusion of persons with disabilities in all aspects of community life by supporting public policies which afford them the opportunity to

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exercise all of the rights and responsibilities accorded to all New Yorkers. CQCAPD's mission provides the TRAIID program an environment constructed to promote assistive technology to New Yorkers from the individual consumer to the state policy professional. TRAIID's outreach and awareness approach has been designed as a way to promote Assistive Technology to the largest audience possible while fostering cooperation and collaboration statewide.

The TRAIID program will provide the following public awareness activities:

Information and Referral - The statewide toll-free phone line provides free information and referral on AT for people of all ages, disabilities, their family members, services providers, and others who work in fields related to disabilities or AT. The line will be TTY accessible and offer the choice of both English and Spanish. Callers will be informed on the availability, benefits, appropriateness and cost of AT devices and services. In addition, callers will be referred to their Regional TRAIID Center (RTC) for further awareness training, device demonstrations, presentations on assistive technology devices and services, and general follow up on their needs or concerns. The info-line provides statewide access to AT information while the RTC provides a direct community resource. In conjunction with these activities, the Info-line will also mail AT resource and device information to callers upon request.

Regional TRAIID Center - The TRAIID program will operate 12 Regional TRAIID Centers in New York State that will provide localized outreach and public awareness. Due to the size and diversity of the State the TRAIID program expects different public awareness strategies for different regions. Strategies will be dependent on the needs of the AT consumers, community, and previous successful initiatives. In urban areas such as NYC, the RTC will collaborate with other provider agencies to conduct Assistive Technology Fairs. These fairs will be located in spaces that are easily accessible by public transportation, and provide exhibits of various AT devices and providers. In the past, Assistive Technology fairs have proved very successful and informative to individuals, vendors, and policy makers.

In rural areas, outreach will be conducted in the form of advertising in local newspapers and/or other publications. Regional TRAIID Centers located in rural areas are also more apt to use mobile vans/transportation to reach consumers because of the lack of accessible public transportation. Effective past strategies have even included an elderly individual in the community inviting others over for tea and discussions about AT needs and solutions.

Web site - The TRAIID web site is currently under construction. The previous site, located under the Office of Advocate is being transitioned to the new CQCAPD agency site. The TRAIID site will feature in-depth information on the AT Act of 1998, as amended (P.L. 108-364), the RTC's, TRAIID's collaborative initiatives including Cornell University's Disability Business and Technical Assistance Center, IT Access, publications, State Legislation, AT resources, links, and information on the state sponsored Equipment Loan Fund.

The current CQCAPD web site allows individuals to directly contact and apply to the TRAIID-In program on line. In addition, the site provides a mechanism for searching available listings and feedback. www.cqcapd.state.ny.us

Publications - Training materials and publications that cover AT information have been developed and will be disseminated for all types of audiences and ages on a broad array of AT related issues. All publication materials will be provided free of charge at trainings, RTC locations, by mail or the web, and all will be available in alternative formats.

Statewide AT Conference - A Governor's Expo on Assistive Technology was held on May 11th 2006. This conference took place at the Empire State Plaza and was open to all individuals. The conference promoted the latest in AT devices, as well as, contained sessions on AT acquisition, availability, funding, and benefits. This is a bi-annual event and will be held again in year three of the state plan.

8.3 Coordination and Collaboration – Describe how the State will coordinate activities among public and private entities that are responsible for policies, procedures, or funding for the provision of assistive technology devices and assistive technology services to individuals with disabilities, service providers, and others to improve access to assistive technology devices and assistive technology services as described in section 4(e)(3)(B)(iii) of the AT Act.

TRAIID will coordinate and collaborate with public and private entities based on emerging, new, or changing policies and procedures, as well as, continue the collaborative efforts which are currently being undertaken. At this time it is difficult to anticipate all of the coordination and collaboration activities that the program will be involved in over the next three years. In the past, coordination and collaboration involved the proposal of new or changes to current AT policies, providing input on proposed AT policies, and analysis of the impact of current AT policies. These efforts have been achieved by participating on task forces sponsored by state agencies, by being a member of consumer groups, advocacy groups, and disability networks throughout the state, and through independent efforts.

Some of the current collaborative efforts underway will continue, while others around specific issue may resolve or end. Currently, TRAIID is serving as a member on the following groups or working on the following initiatives:

- The Interagency Partnership on Assistive Technology (IPAT) is made up of 12 state agencies, not-for-profit organizations and consumers, who work to increase awareness of assistive technology devices and services.
- The Developmental Disabilities Planning Council (DDPC) is responsible for developing new ways to improve the delivery of services and supports to New Yorkers with developmental disabilities and their families.

- NYS Augmentative Communication Work Group (AAC). This group was first started in the early nineties to create Medicaid Prior Approval guidelines for Speech and Language Pathologist (SLP) prescribing AAC devices. Recently the group has worked on clarifying what is expected by Medicaid to receive Prior approval, and specific NYS requirements for "forever dedicated" AAC devices.
- NYS Medicaid Durable Medical Equipment Work Group (DME) addresses current and future issues such as seating and positioning, mobility, AAC devices, and others in hopes of fostering collaborative systemic change.
- NYS Forum's Information Technology Access Committee monitors the issuance of web accessibility guidelines from NYS Office for Technology, and provides analysis and feedback on IT related issues and policies.
- Coordinated children's services initiative (CCSI) for children with emotional and/or behavioral disorders. CCSI is a NYS Legislative initiative that was established to coordinated systems of care for children with emotional and behavioral disorders, and their families, who require assistance from multiple agency systems to appropriately maintain such children with their families, in their communities and in their local school systems. CCSI is intended to improve the manner in which services of multiple systems are delivered and to eliminate barriers to a coordinated system of care.
- NYS Department of Health (DOH) Disability Awareness Committee works to coordinate DOH policies and activities with other state and not-for-profit disability agencies.

Attachment 9: Involvement of Public and Private Entities

9.1 Nature and Extent of Resources – Describe the nature and extent of resources that will be committed by public and private collaborators to assist in accomplishing identified goals.

CQCAPD/TRAIID has had a longtime collaboration with two entities that will continue in the next year and assist with accomplishing the identified goals.

1. The NYS Early Intervention Program, through a Memorandum of Understanding, has provided the TRAIID Program with \$200,000 in funds to operate equipment loan closets in each of the 12 RTCs for children and their families in the early intervention program. These funds assist in accomplishing identified goals of increasing access to and acquisition of AT. Although this MOU has been renewed since 1995, it is important to note that renewal occurs on a yearly basis and this funding is not guaranteed in any fiscal year.

2. The Cornell University Northeast ADA and Information Technology Center has entered into a subcontract with the TRAIID Program to provide technical assistance and disseminate materials on accessible information technology. The 12 RTCs are required to disseminate information to at least 75 entities on a quarterly basis and provide at least one training event on accessible information technology to elementary, secondary or postsecondary entities. Funds provided to the center assist in accomplishing goals related to increased access to and acquisition of AT. Although this collaboration has been very successful, continued funding from Cornell to the TRAIID Program is contingent upon renewal of Cornell's federal grant award.

9.2 Mechanisms to Ensure Coordination - Describe the mechanisms established to ensure coordination of activities and collaboration between the implementing entity, if any, and the State.

Not Applicable

9.3 Involvement of State Advisory Council - Describe the nature and extent of the involvement of the State Advisory Council in the planning, implementation, and evaluation of the activities carried out through the grant, including setting the measurable goals required in section 4(d)(3).

As stated previously the purpose of the TRAIID Advisory Board is to advise and assist the TRAIID Program to identify assistive technology needs of persons with disabilities, and recommend strategies and activities to affect systems change.

In the beginning of July, the Advisory Board met and members were provided with a copy of the State Plan. TRAIID staff and members discussed the new legislation and members provided input on goals and activities that would meet the new requirements under the four domain areas of employment, education, community living, and

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IT/Telecommunication. TRAIID staff has used this information in preparing this State Plan.

On a yearly basis, TRAIID staff will utilize the summer (June/July) Advisory Board meeting to review activities and accomplishments of the past year. The members will receive information on the measurable goals and the progress made towards access and acquisition in the four domain areas. In the first year, TRAIID staff will share the baseline information with the board members and get feedback on each of the domain areas and elicit recommendations for activities in the upcoming 2 years.

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Attachment 10: State Support

10.1 State Support for State-level Activities – If applicable, describe how the State will support with State funds any State-level activities described in section 4(e)(2).

The State of New York does not provide a direct appropriation of funds to support the TRAIID Program in carrying out State-level activities. However, there is in-kind support provided in the form of space rental, administrative services, and CQCAPD state funded staff provide services to the grant.

10.2 State Support for State Leadership Activities - If applicable, describe how the State will support with State funds any State Leadership activities described in section 4(e)(3), if applicable.

The State of New York does not provide a direct appropriation of funds to support the TRAIID Program to carry out State leadership activities. There is provision of in-kind services as stated in 10.1.

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Attachment 11: Allocation and Utilization of Funds

11.1 Tracking Expenditures – Describe planned procedures for tracking expenditures for activities described in sections 4(e)(2) and (3).

All state agencies track expenditures through the NYS State Comptroller's computerized expenditure tracking system. The CQCAPD/TRAIID Program will account for expenditures by using this tracking system and will code expenditures based upon the percentages allocated for each activity. Expenditures will be monitored on a monthly basis to ensure that TRAIID is compliance with the percentages stated in the State Plan.

11.2 Proposed Budget Allocations – Attach a budget containing proposed allocations for activities described in sections 4(e)(2) and (3).

TRAIID does not intend to take indirect costs.

Proposed Allocation	Distribution	Total Award Year 1	Total Award Year 2
		<u>\$458,703</u>	<u>\$501,900</u>
<u>State Level Activities</u>	60%		
State Financing Activities		11,200	20,600
Device Re-Utilization		75,600	55,400
Device Loan Program		87,100	115,000
Device Demonstration Program		101,322	110,100
Sub Total State Level Activities		<u>\$275,222</u>	<u>\$301,100</u>
<u>State Leadership Activities</u>	40%		
Training & Technical Assistance		95,178	121,300
Transition (5% of the 40%)		9,103	10,000
Public Awareness Activities		37,700	33,900
Coordination and Collaboration		41,500	35,600
Sub Total State Leadership Activities		<u>\$183,481</u>	<u>\$200,800</u>
GRAND TOTAL	100%	<u>\$458,703</u>	<u>\$501,900</u>